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Los Angeles County Commission on Disabilities

Celebrating 30 Years of Leadership & Advocacy

MINUTES OF THE LOS ANGELES COUNTY COMMISSION ON DISABILITIES



The regular meeting of the Los Angeles County Commission on Disabilities was held on Wednesday, April 19, 2006, at Kenneth Hahn Hall of Administration, Room 140, 500 West Temple Street, Los Angeles.

CALL TO ORDER

The meeting was called to order by Chair Neal at 1:11 p.m. Introductions of Commissioners, Staff and audience members followed.

APPROVAL OF THE MARCH 15, 2006 MINUTES

On motion of Commissioner Siegel, seconded by Commissioner Gureckas and duly carried (Commissioner Troost abstained), the minutes of March 15, 2006 were approved with the following correction;

Under ATTENDANCE:

Commission Krzyzanowski should be marked as **Absent Excused**.

PUBLIC COMMENT

- Linda Block distributed information urging opposition to the following pending bills: House Resolution 884, Agricultural Job Opportunities, Benefits and Security Act of 2005; and House Resolution 2330, Secure America and Orderly Immigration Act.
- Osby Sangster shared her concerns about what she feels has been unfair treatment and poor legal representation from non-profit legal organizations on a legal case she has pending with the Department of Rehabilitation.

CHAIR'S REPORT

Chair Neal introduced and welcomed the newest member appointed to the Commission representing the 1st Supervisorial District, Alexia Teran. Commissioner Teran provided information on her background and professional activities.

Chair Neal announced the following:

- The students at Virginia Elementary School in Los Angeles were recognized for their efforts promoting awareness of diabetes.
- The chorus at Dorsey High School performed a concert at Carnegie Hall in New York.
- Commissioner Hamilton's play, "There's Help In Gimp City", will be performed each weekend in May at the Scene Dock Theater at the USC Campus, 1099 W. 37th Street, Los Angeles. For more information call (323) 293-3196 or www.personalcaretechnology.org.

STAFF REPORT

Staff reported the following:

- Commissioners have been invited to attend the upcoming Commissioner's Conference sponsored by the Quality and Productivity Commission on May 25th at the Music Center's Dorothy Chandler Pavilion. The topic of the conference will be "County of Los Angeles' Response to Homeland Security".
- Commissioners were also invited to attend the City Commission on Disabilities Emergency Preparedness for People with Disabilities Public Hearing on April 27th at the Los Angeles City Hall Council Chamber.
- The 27th Annual Very Special Arts Festival will be held May 3rd at the Music Center Plaza from 9:30 a.m. – 1:30 p.m.

LOS ANGELES CITY COMMISSION ON DISABILITY

Mitch Pomerantz, Los Angeles City Commission on Disability, reported that his commission will be meeting on May 3rd to discuss issues the City and County Commissions on Disabilities can collaborate on.

Commission Krzyzanowski reported that he and Commission Rubenstein have been attending the City Commission on Disability's monthly meetings to outreach and identify opportunities where the two commissions can work together and collaborate on a project of mutual interest. Commissioner Krzyzanowski is also a member of the City Commission's Mental Health Advisory Committee.

COMMITTEE REPORTS

Public Relations Committee

Commissioner Krzyzanowski reported the following:

- The Committee is considering having the Commission's brochure translated into a Spanish. Commissioner Teran will review the brochure and determine if she can assist with the translation.

Discussion ensued on the feasibility of having the brochure translated into other languages besides Spanish. Following discussion, Commissioner Krzyzanowski stated the Committee would consider the matter and report back to the Commission with their decision.

- Commissioner Krzyzanowski also announced that the Public Relations Committee would be meeting at 11:30 a.m. each month before the regular Commission meeting.
- Chair Neal reported that Mitch Pomerantz was on today's Community Forum Radio Program and they spoke about the disability rights movement, current opportunities and services that are available to young people with disabilities, as well as telephones and communication devices that are offered free to the public by a variety of telephone companies.

PRESENTATION ON THE ASI COMPLAINT PROCESS

Mr. Joe King, Director of Community Services, Access Services, gave a comprehensive overview on how customer complaints are handled by ASI.

Mr. King stated that customer complaints are taken very seriously by ASI and there is a unit specifically dedicated to processing all of the complaints that come in by phone, mail, or via the internet. The process is as follows:

- Complaints are received by phone, mail, and the internet
- The information and customer details are input into a database and forwarded to the Complaint Response Unit for processing.
- The Complaint Response Unit investigates the details of the complaint and makes a determination as to how the issue can be resolved or if some type of corrective action would need to be taken, depending on the severity of the reported incident.
- Complaints are handled within 14 days of receipt, and each customer is contacted personally to assure them that their complaint is important to ASI and that it is being handled
- Following the investigation the customer is then notified how the problem was resolved or if further investigation into the matter is required.
- If a customer is notified by letter about the resolution to their complaint,

although a template or form letter is used, the content of each letter is personalized to address the specific complaint or issue that was raised.

- Urgent complaints which involve issues such as sexual harassment, violent behavior, an accident or injury are given priority and hand carried by the Customer Service Representative to Risk Management or Area Administrator so that it can be acted upon immediately.
- During its last fiscal year, ASI reported that its complaints are down by 25%, which Mr. King attributes to ASI improving the quality of its service delivery.

Following a question and answer period, Chair Neal thanked Mr. King for his presentation.

MTA UPDATE

Chip Hazen from the MTA reported that the Gold Line has been offering an express route to commuters since February that's faster and only has five stops. The express line was implemented at the request of Supervisor Antonovich and stops at the stations with the most commuter traffic which include Union Station, Sierra Madre Villa, Highland Park and Del Mar. The MTA anticipates that the ridership level will continue to increase allowing for expansion of the line to include the cities of Claremont and Montclair.

Mr. Hazen asked the Commission and Mitch Pomerantz if they knew of any ordinance that could be enforced because the MTA is having a problem with bikes and motorcycles being chained in areas that obstruct foot traffic at the park and ride areas. Mitch Pomerantz reported that the City Street Use had looked into the problem and because the area in question is on private property there is no ordinance or code that can be applied to enforce the deterrence of this practice.

Following discussion, Mr. Hazen stated that the MTA has been painting blue stripes on these pathways and posting signs saying no bikes, motorcycles or skateboards, in the hopes that this action will deter citizens from chaining their bikes and motorcycles in these areas.

Mitch Pomerantz advised Mr. Hazen that the MTA may wish to develop a ordinance or resolution that specifically addresses or prohibits this problem.

ANNOUNCEMENTS

- Commissioner Krzyzanowski announced an autobiographical one man show titled "Swept Away: the Week That I Went Crazy" will be performed May 12, 13, and 14 at the Sanctuary in Long Beach.
- The Department of Mental Health is developing a task force to collaborate with the State to increase training standards for board and care residential care facility operators on emergency preparedness.
- Chair Neal announced that the Commission will be participating an exhibitor at the Commission for Women's 5K Run/Walk Event, September 16th.
- Vice Chair Rubenstein encouraged Commissioners to attend the upcoming Commissioners Conference on May 25th.
- Ray McKeever announced the Southern California Association of Governments is sponsoring the 66th Annual Regional Housing Summit at the Conference Center in Torrance.
- A Deaf Nation Festival is being held April 29th at the Pomona Fair Grounds.
- Chair Neal also announced that the Renaissance Pleasure Faire is being held April 8 – May 21st at the Santa Fe Dam Recreation Area in Irwindale.

ADJOURNMENT

There being no further business, the meeting was adjourned in memory of Terri Island Cruz and David Paresh two acquaintances of Chair Neal who recently passed away.

ATTENDANCE

Present

Janet Neal, Chair
Harley Rubenstein, Vice Chair
Bernard Siegel, Treasurer
Michael G. Gureckas
Richard Krzyzanowski
Alexia Teran
John B. Troost
Sheila Wright

Excused Absent

Ruth Ann Acosta
Ernest T. Hamilton Jr.
Kecia Weller
Wendy Welt

Board of Supervisors

Dedie Ward
Austin Patteson

Guests

Gary Barnett
Linda Block
Rone Ellis
In Young Choe
Mary Griffieth
Chip Hazen
Christine Marge
Mitch Pomerantz
Roxy Ortiz
Osbee Sangster
Jess Segovia